

NETWORK MANAGER REPORT



JUNE 2008

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

June was a busy month for AI with service requests and the rapidly approaching license renewal season. AI met with several partners to discuss enhancements to their current applications in preparation for 2008 fall renewal season. The month of June also saw the proposal of several new services, the launch of one new application, and two application updates.

Highlights for the month were:

- AI updated the latest version of the Alabama Board of Foresters online license renewal application on June 30. This version provides users a safer method for logging in to the system, requiring the last 4 digits of a constituent's social security number. AI had a number of other updates for their new renewal year.
- An update was completed for the Alabama Board of Cosmetology accommodating salons which may need to renew multiple license types. The initial version of the application limited the salons to renewing one license type meaning that the user would have to complete any additional types with the board directly.
- AI launched a business license renewal for the Alabama Board of Alcohol Beverage Control. The new application provides a way for Alabama's businesses carrying alcohol and tobacco products to renew and pay for their annual license online.
- Statutory revenue from licenses purchased by credit card and e-check for the ADOR IFTA IRP application for June 2008 was \$624,802.33. This number reflected a 47% increase in revenue from the previous month. Adoption of this application continues to increase month after month.
- During the two month registration period, The Alabama State Bar 2008 Annual Meeting Registration processed over \$50,000 for the 130 registrations completed online. This is the first year for this registration to be offered online.
- Alabama Interactive began development of a new subscription service with the Alabama Board of Cosmetology. This push license verification service will allow employers to verify a licensee's status to ensure the salon owner meets its compliance with the regulations of the board. AI anticipates a large number of subscribers for this service.
- Alabama Interactive presented a new opportunity for the Alabama Department of Revenue, Sales, Use, and Business Tax Division. AI discussed the development of the online licensing and renewal application for Automobile Dealers. The new application will allow automobile dealers to complete the initial application and/or the renewal form online while submitting the supporting documentation via efax.

Marketing

June was a full month for the marketing team including several nominations. AI prepared three award nominations including one to the Center for Digital Government's 2008 Best of the Web, and two nominations for the National Association of State Chief Information Officers (NASCIO). alabama.gov, a finalist for the past 4 years, was entered for Best of the Web while the Trucking Portal and the IT Strategic Planning application were provided for the NASCIO contest. The Best of Web nomination showcased the unique features and benefits of the site as well as highlighting the additions made over the past year. The nominations for the IT Strategic Planning application and the Trucking Portal were composed in the same manner, showcasing these applications for the NASCIO competition.

Also during the month of June, the operations staff continued to promote the new subscription portal. One of the newest and most beneficial services featured on this portal is the Alabama Background Check system through the Alabama Criminal Justice Information Center (ACJIC). To promote this system, the operations staff sent a mass email to current Alabama Interactive subscribers. This notification was to inform these customers of the existence of the background check system and to assist with the initial application process.

Customer Service

June signified the end of the second quarter as business responsibilities increased throughout the month. AI customer service continued to answer support emails, live chats, and phone calls from people with general questions about various state services. The Alabama Interactive staff fielded 485 live chats, 210 customer service emails and numerous phone calls.

Development

The AI Dev-Share team had one meeting during the month of June. During the meeting the development team discussed the current status of the move to the new VM servers, setting up a SharePoint site, and updates to the technical documentation process. The development team has completed extensive testing of AI applications on the new VM servers and should be ready to start moving applications over to the VM servers in the next few weeks. The SharePoint site has been setup and AI is in the process of moving all of the shared office documents over to this site.

PROJECT REPORT

Completed New Applications for 2008

| Agency | Application | Description | Date Completed |
|---|---|--|----------------|
| Alabama Department of Insurance | Merchant Services | This application will allow for constituents to pay their appointment continuations online. | 01/02/2008 |
| Alabama Department of Revenue | Trucking Portal | This website provides a single-source, one-stop portal for truckers in or passing through Alabama. | 01/05/2008 |
| Alabama Department of Revenue | International Fuel Tax Agreement (IFTA) Merchant Services | This application will allow constituents to pay their IFTA license payments online. | 02/22/2008 |
| Alabama Heating and Air Conditioning Board | Exam Application | This application will allow for constituents to apply for their exam online. | 02/20/2008 |
| Alabama Department of Revenue | Vehicle Information Number (VIN) Check | This application will allow for constituents to obtain limited title information online. | 02/22/2008 |
| Alabama Secretary of State | Farm Filings | This application will allow for constituents to submit UCC-1F filings online. | 03/01/2008 |
| Alabama State Bar Association | Section Membership Renewal | Allows members to complete their section membership renewal | 04/11/2008 |
| Alabama Criminal Justice Information Center (ACJIC) | Limited Criminal Histories | Allows users to complete Alabama Criminal background checks of all arrest, court and traffic records | 04/14/2008 |
| Alabama State Bar Association | Convention Registration | Allow members to complete annual convention registration online | 04/24/2008 |
| Alabama Dept of Environmental Management | Merchant Service | Allows users to pay for hazardous waste permits online. | 05/16/2008 |

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| Alabama Home Builders Licensure Board | Expired Inactive Corporation | Allow corporations to renew their expired inactive licenses online. | 05/30/2008 |
| Alabama Dept of Economics and Community Affairs | Merchant Service | Allows buyers to purchase surplus property via credit card at live auctions. | 05/29/2008 |
| Alabama Alcoholic Beverage Control Board | License Renewal | Allow licensees to renew online. | 06/23/2008 |

Completed Updates for 2008

| Agency | Application | Description | Date Completed |
|--|---|--|----------------|
| Alabama Department of Public Safety | Reinstatement Merchant Web Service | This web service integrates with the departments existing cash register system to provide a method to take credit cards. | 01/19/2008 |
| Alabama Real Estate Commission | Course Renewals | Update to allow users to view information during non-renewal periods. | 01/19/2008 |
| Alabama Real Estate Commission | Menu System | Update to existing menu system. | 01/01/2008 |
| Alabama Department of Conservation and Natural Resources | Becoming an Outdoor Woman Updates for Spring 2008 | Updates to last year's application. | 01/10/2008 |
| Alabama Board of Nursing | Reinstatement | Update to the existing application. | 01/07/2008 |
| Alabama Department of Public Health | EMT License Renewal | Update to automate export script. | 01/10/2008 |
| Alabama Department of Conservation and Natural Resources | Phone Sales | Update to existing print option for phones sales license envelopes. | 01/10/2008 |
| Alabama Department of Revenue | Business Privilege PSE | Added fiscal year option to existing application. | 01/20/2008 |

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| Alabama Board of Examiners in Marriage and Family Therapy | Update to renewal application | Update to allow users to reprint their certificates | 01/15/2008 |
| Alabama Real Estate Commission | Course Renewals | Update to add option on the admin side to deny a course | 02/11/2008 |
| Alabama Department of Revenue | File Export Update | Update to existing export file for several applications. | 02/20/2008 |
| Alabama Department of Conservation and Natural Resources | Update to license application | Update to incorporate driver's license verification into hunting/fishing application. | 02/26/2008 |
| Alabama Department of Insurance | Merchant Services | Added e-check image for ACH transactions | 02/19/2008 |
| Alabama Farmer's Market Authority | Shopping Cart | Update to header/footer on shopping cart application. | 02/26/2008 |
| Alabama Department of Mental Health and Retardation | Intranet Report | Update to the existing case manager training application that provides exam results and dates of completion for the department. | 03/21/2008 |
| Alabama Board of Interpreters and Translators | License Renewal | Update to existing renewal application that includes a PDF receipt certificate. | 03/13/2008 |
| Alabama Department of Revenue | Vehicle Information Vin Check | Update to allow users to subscribe to this service. | 03/20/2008 |
| Alabama Real Estate Commission | License Renewal | Update to existing license renewal application for 2008 renewals. | 03/14/2008 |
| Alabama Department of Conservation | Magazine Sales | Update to existing application page layout to display images of the magazine cover. | 03/25/2008 |
| Alabama Board of Chiropractic Examiners | License Renewal | Update to existing application to include the ownership type. | 03/31/2008 |

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| Alabama Department of Conservation and Natural Resources | Web Service Report | This application will allow for county probates to view reports for hunting and fishing licenses. | 03/10/2008 |
| Alabama Department of Conservation and Natural Resources | License Sales | Allow driver's license to be validated on hunting/fishing license sales. | 04/14/2008 |
| Alabama Farmer's Market Authority | Shopping Cart | Added additional items to their shopping cart application. | 04/23/2008 |
| Alabama Real Estate Commission | License Renewals | Update to the existing application. | 05/27/2008 |
| Alabama Board of Accountancy | License Renewal | Update to the import and export script. | 05/14/2008 |
| Alabama Forestry Commission | License Renewals | Update to the existing renewal application. | 06/30/2008 |
| Alabama Board of Cosmetology | License Renewal | Update to existing renewal application allowing salon licensees to renew multiple license types online. | 06/16/2008 |

In Testing...

| Agency | Application | Description | Status | Target Date |
|--------------------------------|--------------------------------|---|--|--------------|
| Alabama Real Estate Commission | Business Address Change | Allows Businesses to change their address information online. | This application is on hold by the agency. | April 2006 |
| Alabama Department of Revenue | Initial Business Privilege Tax | Allow users to complete the initial privilege tax online | This application is in agency testing. | March 2008 |
| Alabama Secretary of State | UCC Searches | Application to redact SSN from UCC documents | This application is in agency testing. | April 2008 |
| Alabama Real Estate Commission | New Course Registration | Allows instructors to submit courses online for approval | This application is on hold by the agency. | January 2008 |

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|-------------------------------------|-------------------------------|--|--|----------|
| Alabama Department of Public Health | EMS Provider License Renewal | Allows brick and motor buildings to renew licenses | This application is in agency testing. | May 2008 |
| Alabama Department of Revenue | Abandon Vehicles Title Search | Allows users to search titles online | This application is in agency testing. | May 2008 |

In Development ...

| Agency | Application | Description | Status | Target Date |
|--|-----------------------------|--|---|--------------|
| Alabama Department of Corrections | Shopping Cart | Allow users to pay for shopping cart items | This application is in development | TBD |
| Alabama Board of Examiners in Counseling | License Renewal | Allows users to renew licenses | This application is in development | April 2008 |
| Alabama Department of Revenue | Motor Vehicles, Form 04 | Allow lien holder filings to be submitted online | This application is in development | TBD |
| Alabama Board of Home Medical Equipment Services Providers | Initial License | Allow users to apply for license online | This application is in the pre-project phase | July 2008 |
| Alabama Board of Examiners of Landscape Architects | License Renewal | Allow users to renew their license online | This application is in the pre-project phase | October 2008 |
| Alabama Board of Court Reporting | Initial License | Allow users to pay for license online | This application is in the pre-project phase. | October 2008 |
| Alabama Board of Respiratory Therapy | Initial License | Allows users to apply for license online | This application is in development | July 2008 |
| Alabama State Veterinary Medical Board | Technicians License Renewal | Allow licensees to renew their license online | This application is in the pre-project phase | October 2008 |
| Alabama Department of Public Health | Child Health IVR Solution | Allow users to make AllKids payment via phone | This application is in development | TBD |

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|--|-------------------------|--|---|--------------|
| Alabama Department of Revenue | Motor Vehicles. Form 02 | Allow users to pay for initial title replacements online | This application is in the pre-project phase. | October 2008 |
| Alabama Plumbers and Gas Fitters Examining Board | License Renewal | Allow users to apply for license online | This application is in the pre-project phase | October 2008 |

Scheduled Updates . . .

| Agency | Application | Description | Status | Target Date |
|--|-----------------------------|---|---|----------------|
| Alabama Department of Conservation and Natural Resources | Magazine Update | Allow citizens to pay for licenses, gifts, subscriptions at same time | This application is in the pre-project planning phase | July 2007 |
| Alabama Board of Nursing | RN License Renewal for 2008 | Allow licensees to renew online | This application is in the pre-project phase. | TBD |
| Alabama Home Builders Licensure Board | License Renewal | Update to current license renewal | This application is in the pre-project phase. | October 2008 |
| Alabama Criminal Justice Information Center (ACJIC) | Limited Criminal Histories | Adding additional data sources | This application is in the pre-project phase. | TBD |
| Alabama Board of Engineers and Land Surveyors | License Renewal | Update to add CE's to current application. | This application is in the pre-project phase. | October 2008 |
| Alabama Department of Conservation and Natural Resources | Hunting/Fishing | Update to current license application | This application is in the pre-project planning phase | September 2008 |
| Alabama Home Medical Equipment Service Provider | License Renewal | Update to add PDF receipt | This application is in development | July 2008 |

SERVICE REQUESTS

Service Request #171

Alabama State Veterinary Medical Board – Faculty License

Alabama Interactive requests and recommends that this service for the Alabama State Veterinary Medical Board is added to the network. The online application will be a convenience fee service and will be developed at no cost to the board.

Service Request #172

Alabama Board of Cosmetology – Group Verification

Alabama Interactive requests and recommends that this service for the Alabama Board of Cosmetology is added to the network. The online application will be a subscription fee service and will be developed at no cost to the board.

Service Request #173

Alabama Development Office – Industry Record Sales

Alabama Interactive requests and recommends that this service for the Alabama Development Office is added to the network. The online application will be a subscription fee service and will be developed at no cost to the office.

Service Request #174

Alabama Board of Court Reporting – License Renewal

Alabama Interactive requests and recommends that this service for the Alabama Board of Court Reporting is added to the network. The online application will be a convenience fee service and will be developed at no cost to the board.

Service Request #175

Alabama Department of Corrections – Inmate Canteen

Alabama Interactive requests and recommends that this service for the Alabama Department of Corrections is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

Service Request #176

Alabama Alcoholic Beverage Control Board – Merchant Services

Alabama Interactive requests and recommends that this service for the Alabama Alcoholic Beverage Control Board is added to the network. The online application will be a transaction fee service and will be developed at no cost to the board.

MONTH IN REVIEW

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| Total June AI Network Transactions | 194,653 |
| Average Successful Request per Day: | 6,488 |
| Total June alabama.gov Visitors: | 306,948 |
| Total June alabama.gov Page Views: | 1,043,067 |
| Total June alabama.gov Chats or Offline Messages from Live Help: | 695 |

OPERATIONS & ADMINISTRATION

In the month of June, AI focused on award nominations and service requests. The award season is a big focus of AI for the state and we hope this year's nominations do as well as past years'.

AI is still looking to fill a position with a full time developer. With so many service requests and an ever growing list of enhancements, additional staff is important to staying ahead of the development curve. The interns currently on staff have proven to be extremely beneficial and have been able to gain great experience in several facets of our business. Year over year, the AI internship program proves to be beneficial for both the company and the students.

OTHER BUSINESS/IN CLOSING

In closing, June brought an end to a very busy month. We are looking forward to the coming months with new service offerings, license renewals and higher adoption.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright